CUSTOMER SELF SERVICE SUBSYSTEM FOR
CLASSIFYING USER CONTEXTS

5   **ABSTRACT OF THE DISCLOSURE**

A system and method for classifying user context in a customer self service system
that performs resource search and selection and includes a context attribute database
comprising types of user contexts and one or more context attributes associated with

10   each user context for processing by the system, and context attribute function database
comprising functions for computing values for each context attribute. The classifying
system comprises a computing device for receiving a user query and a context vector
comprising data associating an interaction state with the user and, processing the query
and context vector against data included in the context attribute database and context

15   attribute function database for predicting a particular user context. The classifier
populates the user context vector with context parameters specifying a user interaction
state for use in a subsequent resource search. The result of this invention is an ability
to relieve the user of the nonproductive work of describing their context and the ability
to improve the search value by including criteria derived from both data and behaviors

20   in the general population which may be unknown to the user. The system and method
is especially applicable for a self service system in a variety of customer self service
domains including education, real estate and travel.